



## Experience of Services, Q1 2018/19

Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience.

In this report, we examine the experience of services in Harrow.

**healthwatch**  
Harrow

### Page 2 Data Source

Healthwatch talks to people across the community, week in, week out.

This section shows where we collected the feedback that underpins this report.



### Pages 3 - 5 Top Trends

We review all the feedback we collect.

This enables us to find out what people think of their services.

This section reveals the top trends, and how people feel overall.



### Pages 6 - 17 Patient Journey

In this section, we look at the experience of popular services.

We also examine the patient journey (or 'care pathway').



### Page 20 Summary

This section summarises findings, in brief.



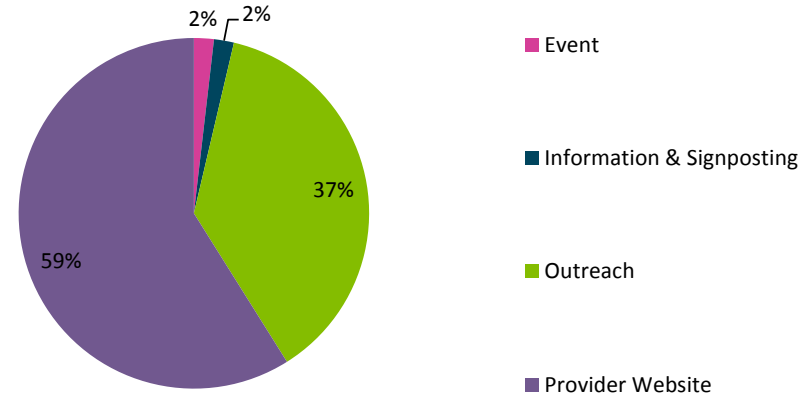
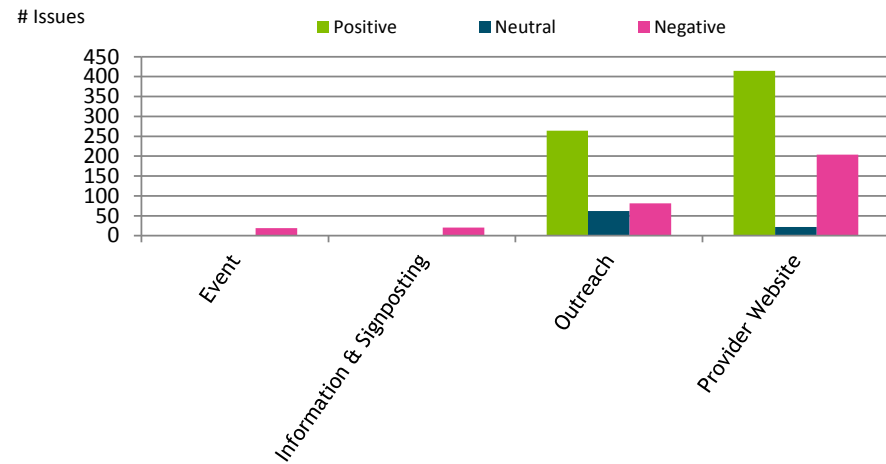
**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Report compiled on 18 September 2018, to cover the period 1 April 2018 - 30 June 2018.

# 1. Data Source: Where did we collect the feedback?

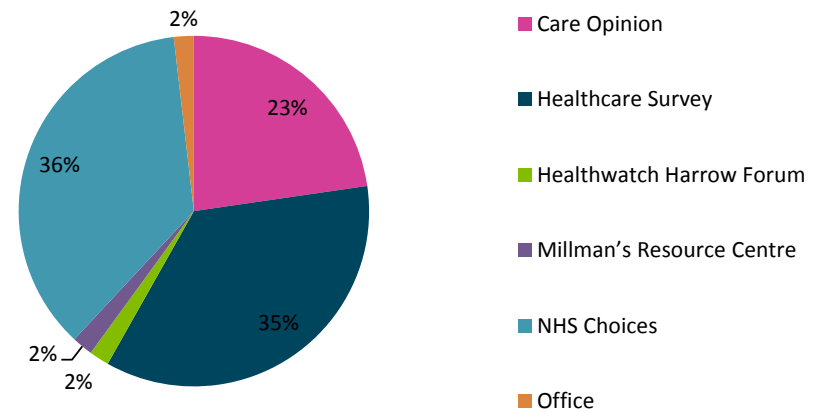
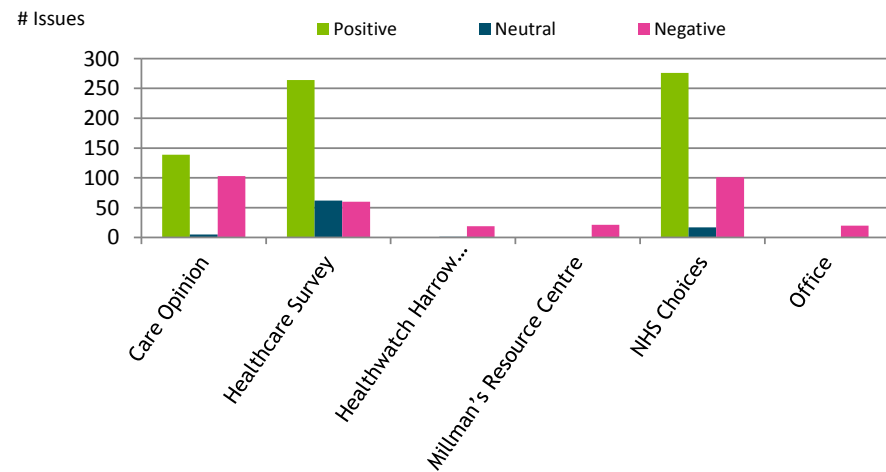


## 1.1 Source



Sources providing the most comments overall

## 1.2 Origin

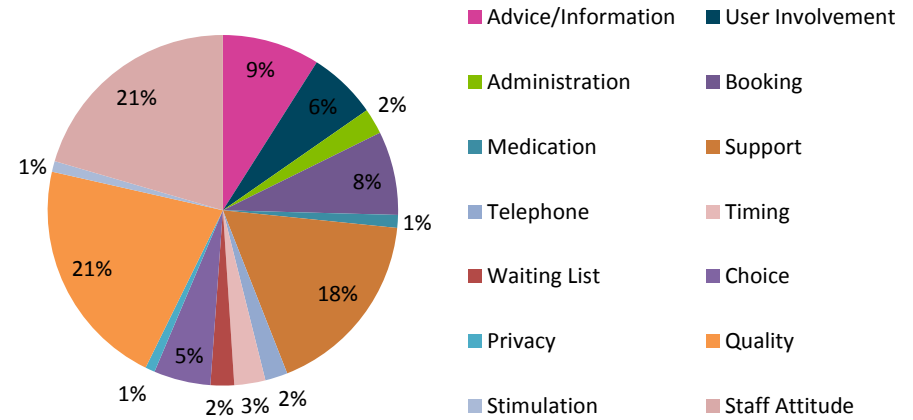
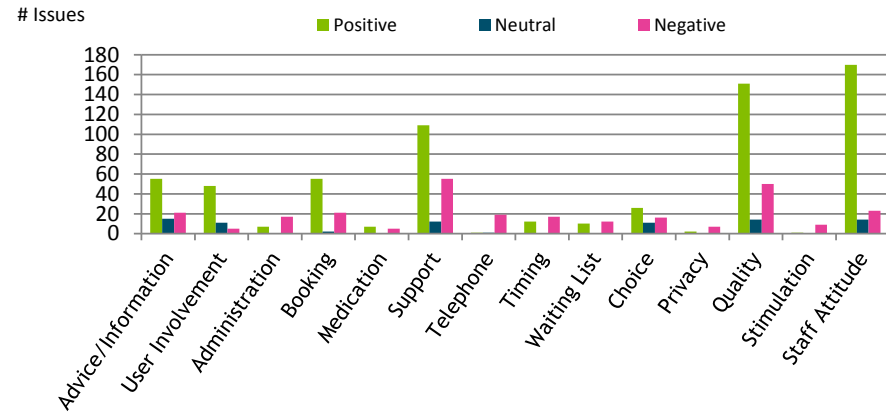


Origins providing the most comments overall

## 2. Top Trends: Which service aspects are people most commenting on?

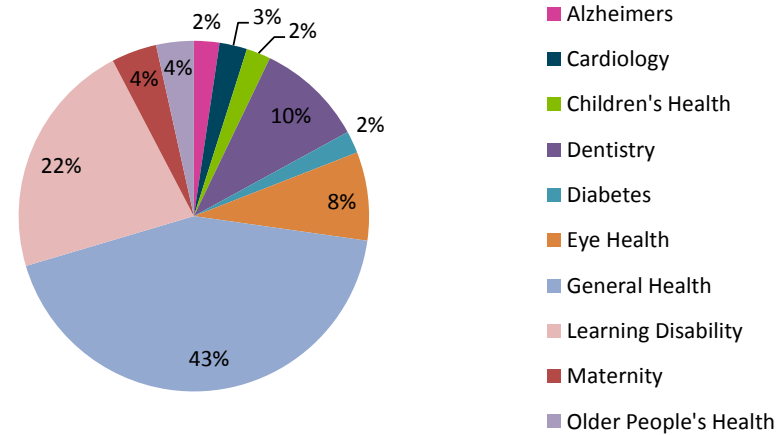
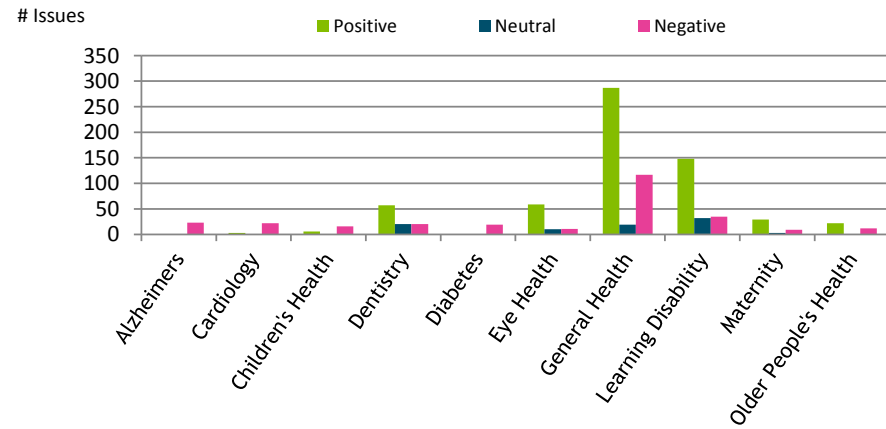


### 2.1 Service aspects: 1088 issues from 226 people



Issues receiving the most comments overall. See pages 21-22 for issue descriptions.

### 2.2 Stated medical conditions

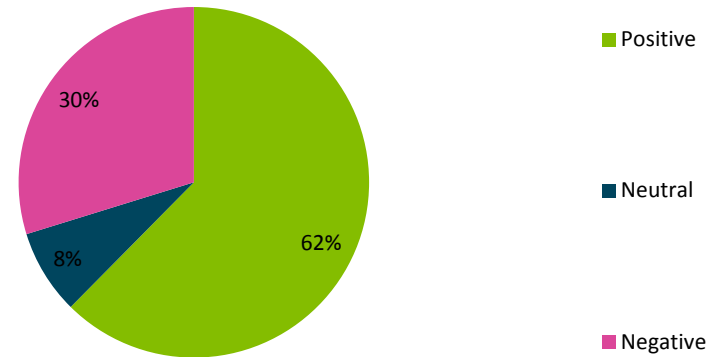
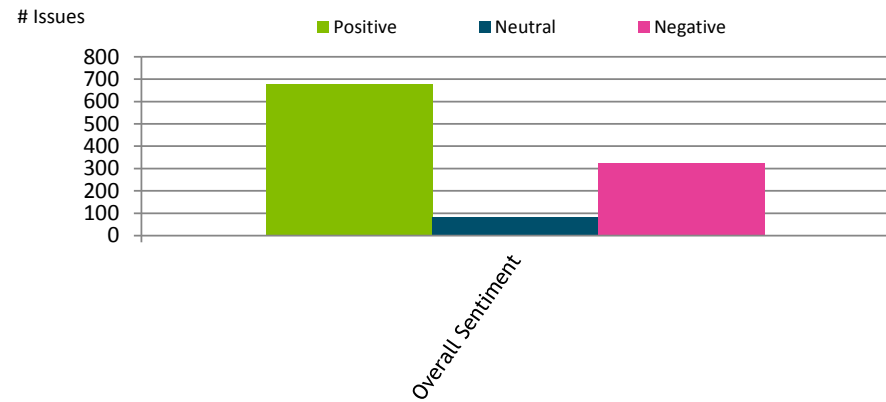


Medical conditions receiving the most comments overall

### 3. Sentiment: On the whole, how do people feel about services?

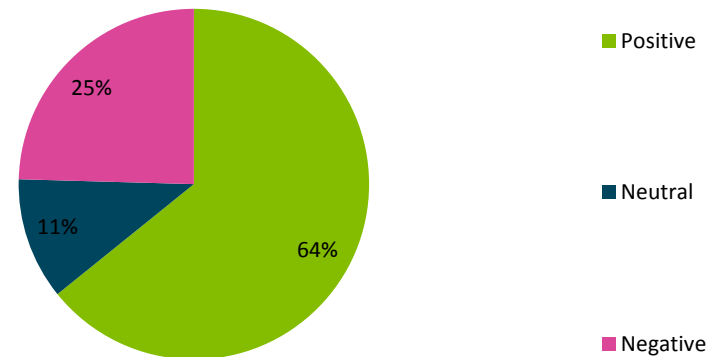
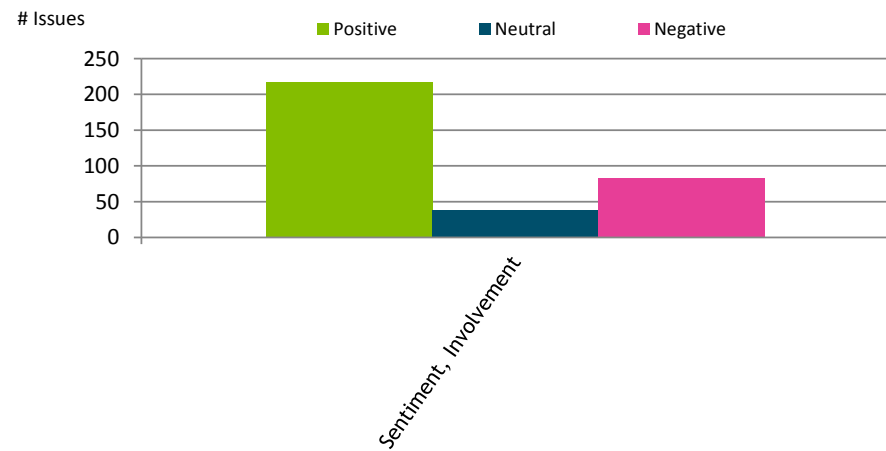


#### 3.1 How do people feel as a whole?



Quarterly Benchmark: X change from the previous quarter

#### 3.2 How well informed, involved and supported do people feel?

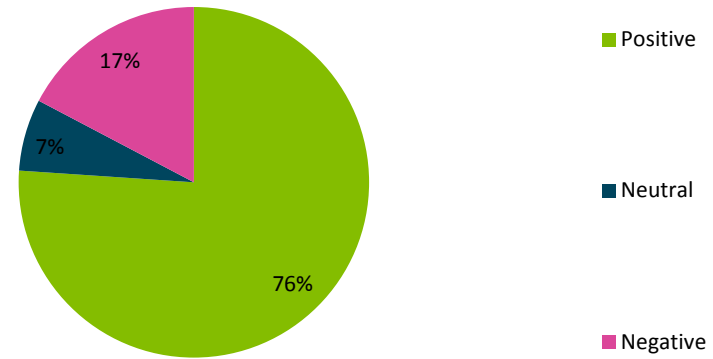
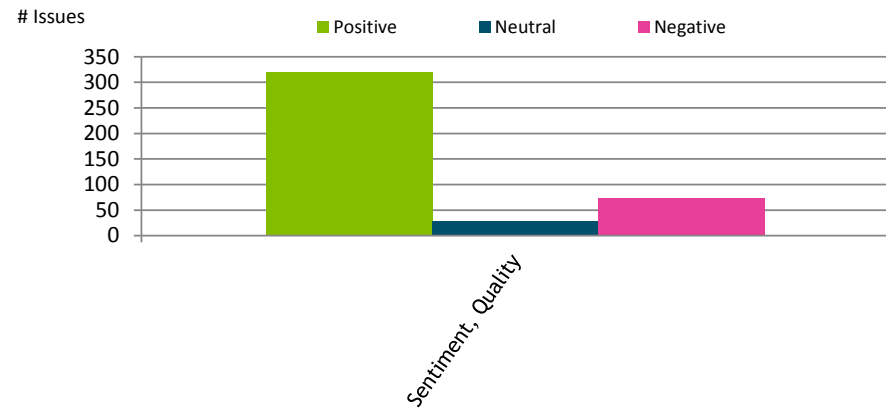


Quarterly Benchmark: X change from the previous quarter

### 3. Sentiment: On the whole, how do people feel about services?

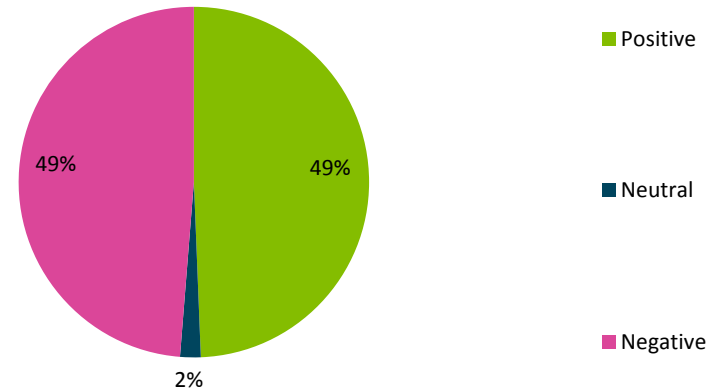
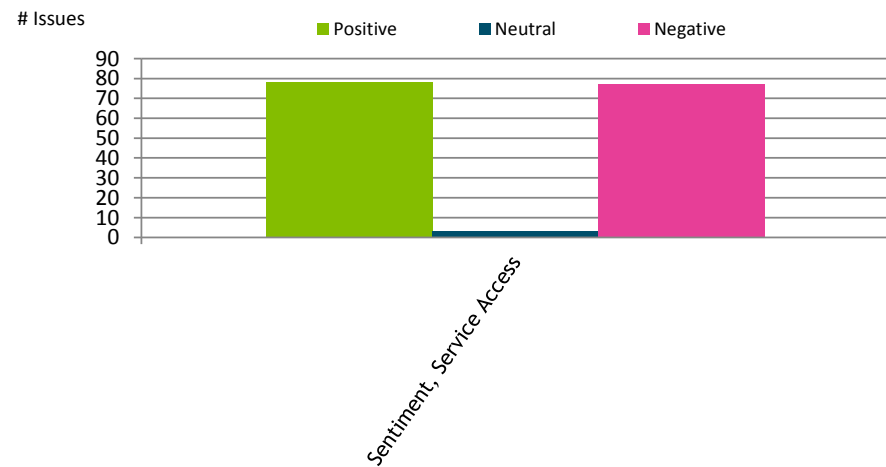


#### 3.3 How do people feel about general quality and empathy?



Quarterly Benchmark: X change from the previous quarter

#### 3.4 How do people feel about general access to services?

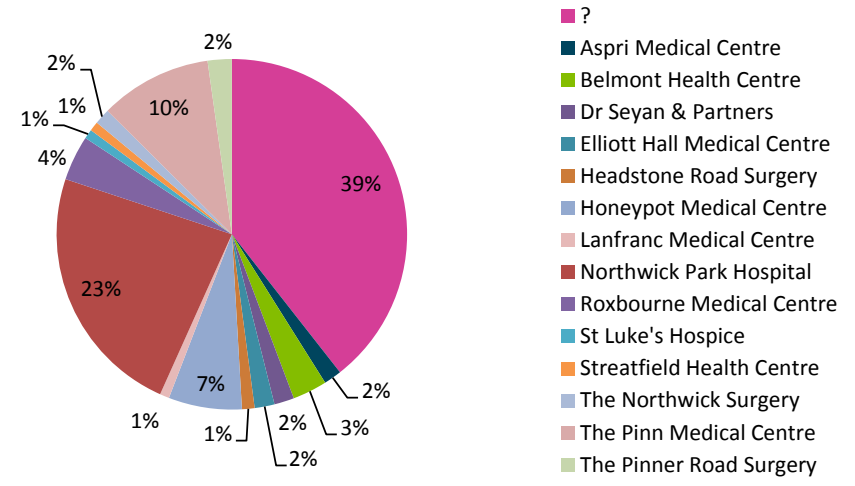
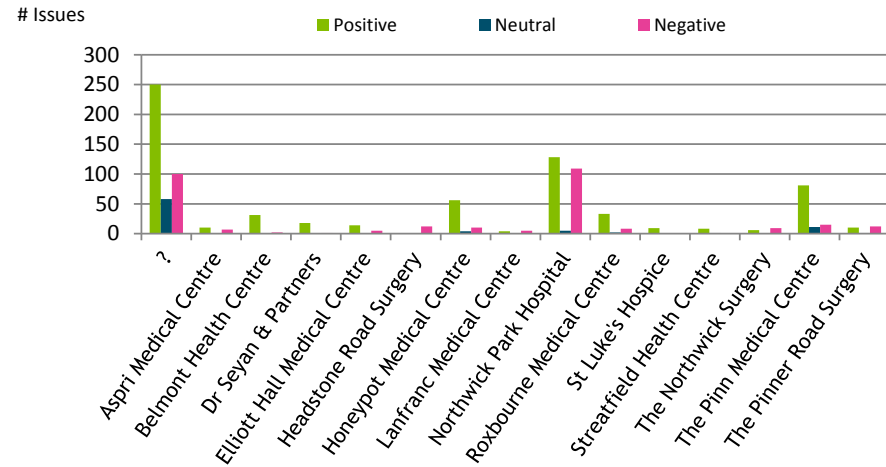


Quarterly Benchmark: X change from the previous quarter

## 4. Trends: Which services are people most commenting on?

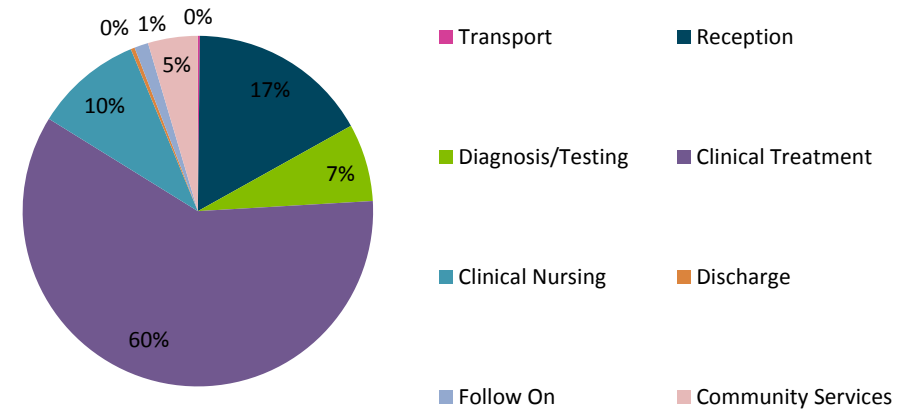
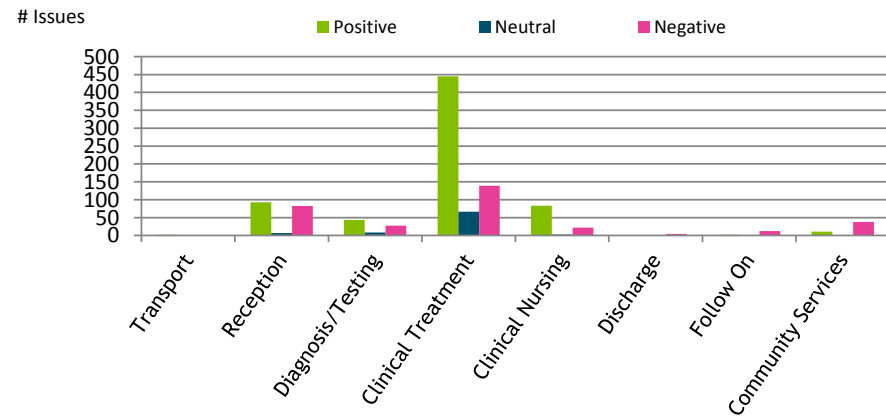


### 4.1 Services



Services receiving the most comments overall

### 4.2 Breakdown of care pathway locations (more on pages 12-19)

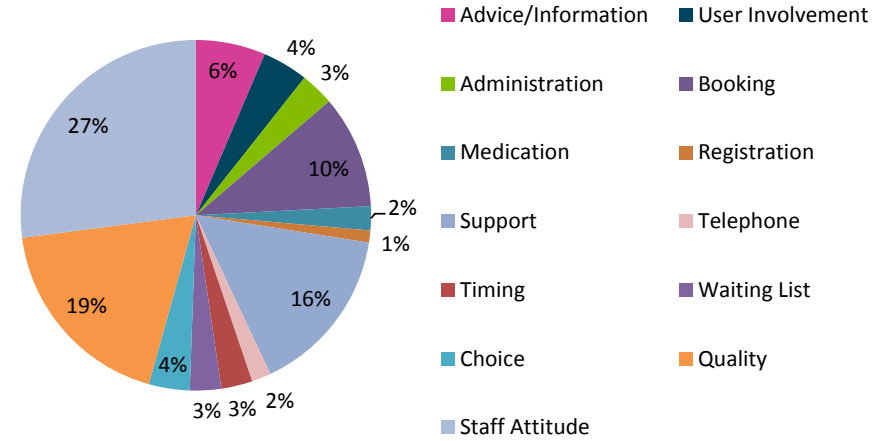
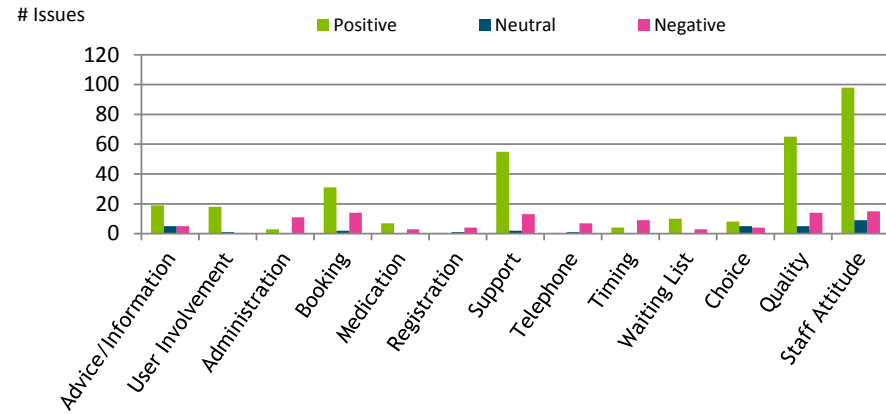


Care pathway locations

## 5. Trends: GP Services

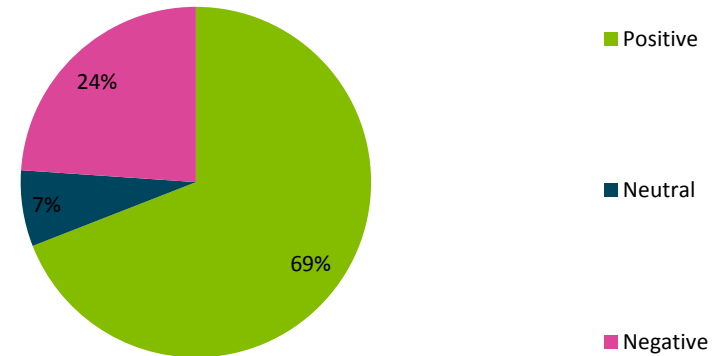
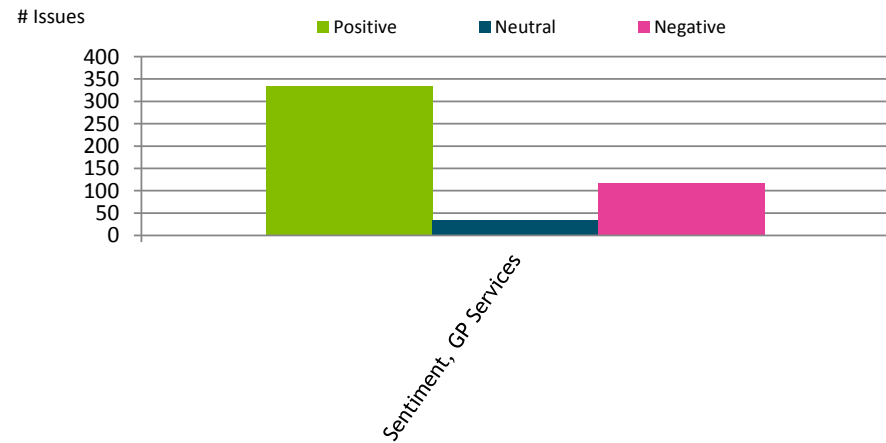


### 5.1 Trends, GP Services: 485 issues from 105 people



Issues receiving the most comments overall

### 5.2 Sentiment, GP Services

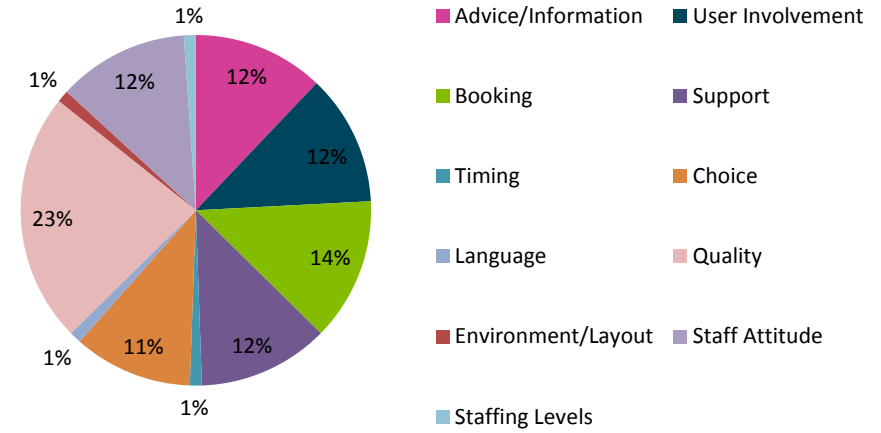
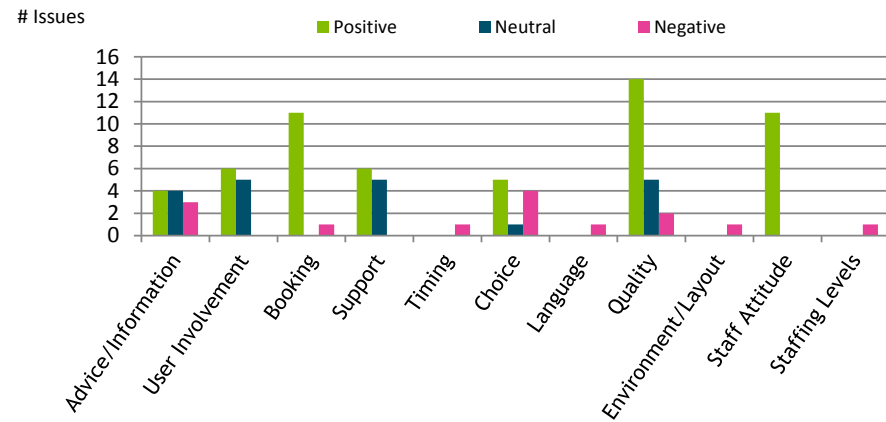


Quarterly Benchmark: X change from the previous quarter

## 5. Trends: Dentists

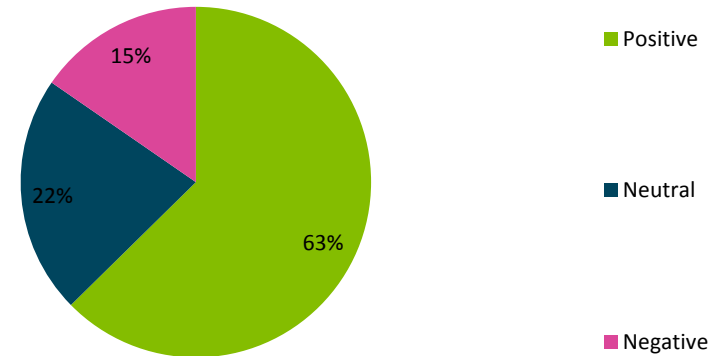
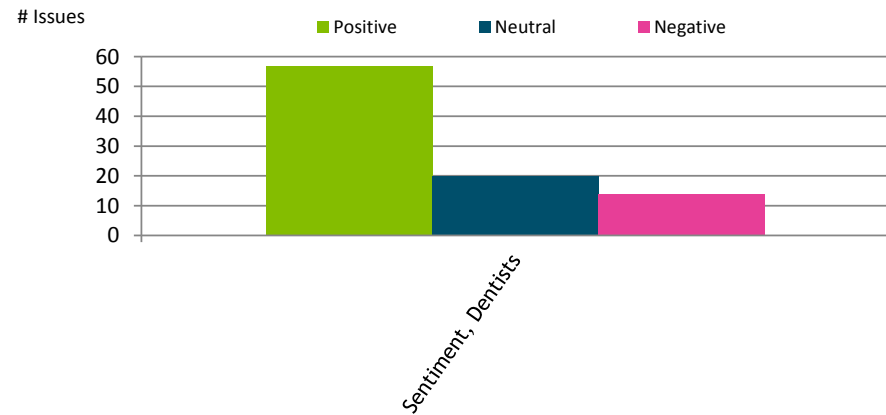


### 5.3 Trends, Dentists: 91 issues from 11 people



Issues receiving the most comments overall

### 5.4 Sentiment, Dentists



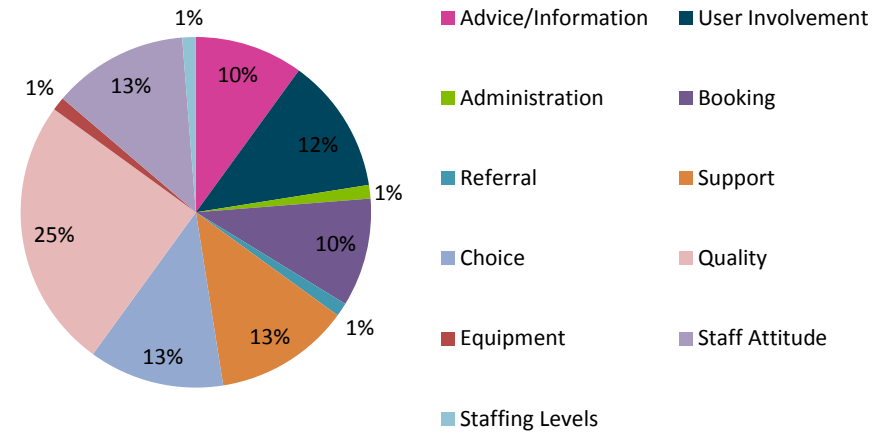
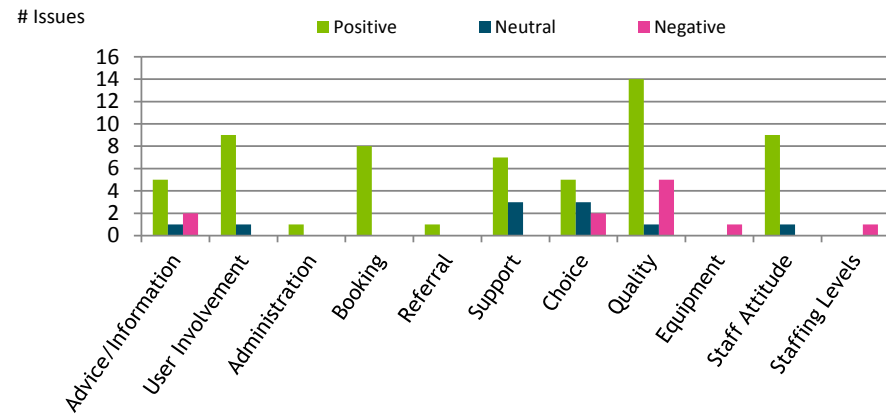
Quarterly Benchmark: X change from the previous quarter



## 5. Trends: Opticians

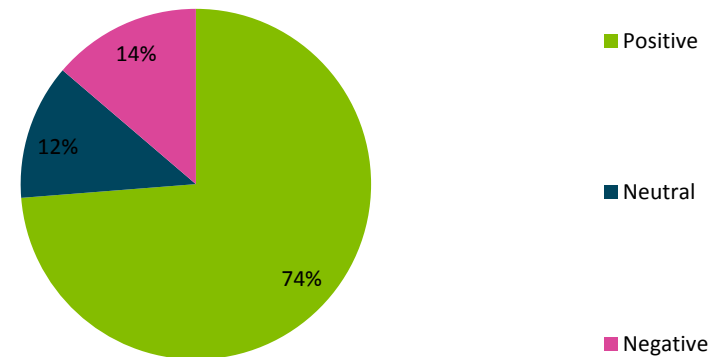
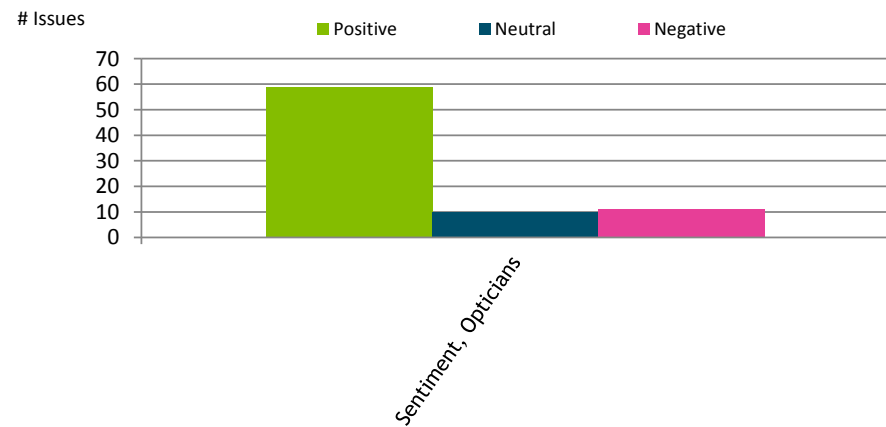


### 5.5 Trends, Opticians: 80 issues from 10 people



Issues receiving the most comments overall

### 5.6 Sentiment, Opticians

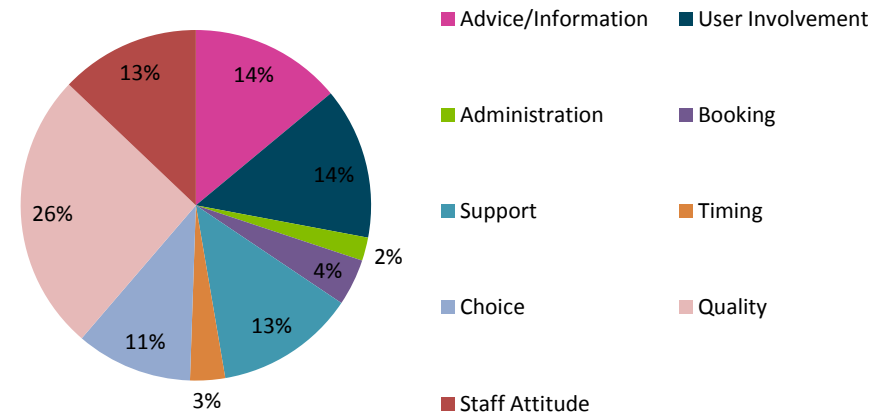
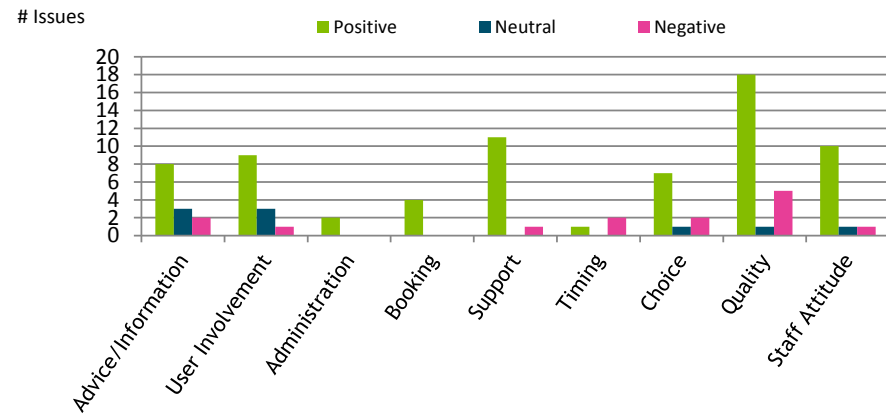


Quarterly Benchmark: X change from the previous quarter

## 5. Trends: Pharmacies

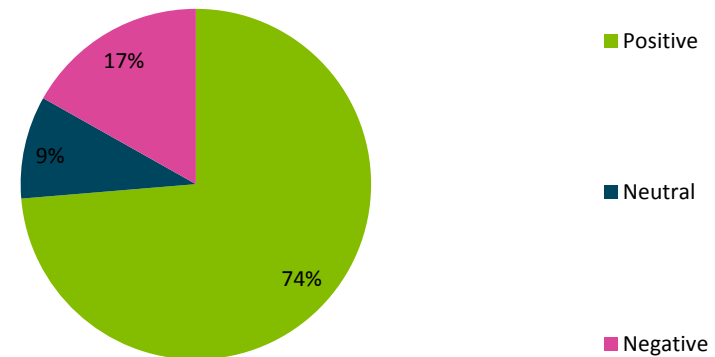
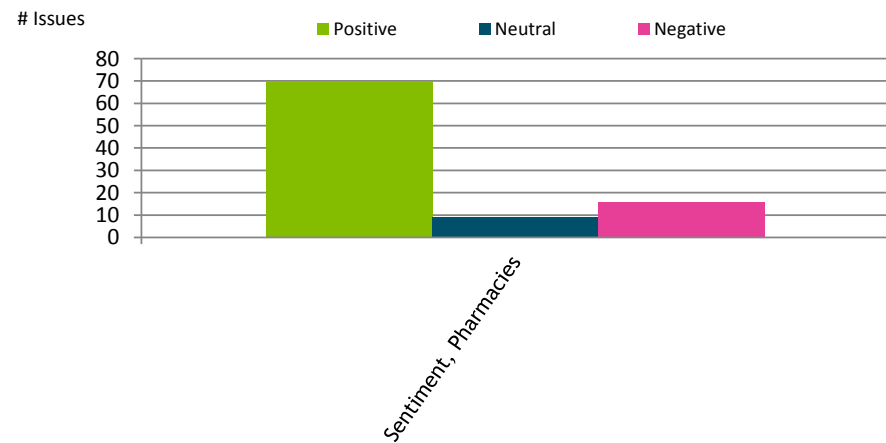


### 5.7 Trends, Pharmacies: 95 issues from 12 people



Issues receiving the most comments overall

### 5.8 Sentiment, Pharmacies

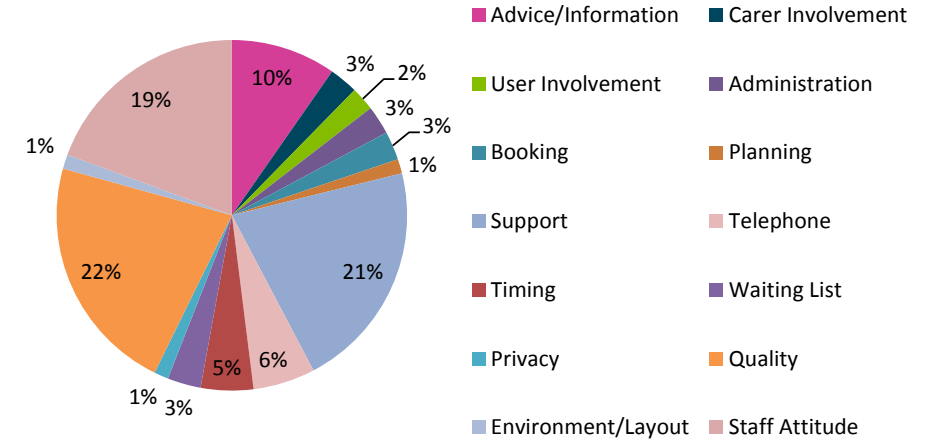
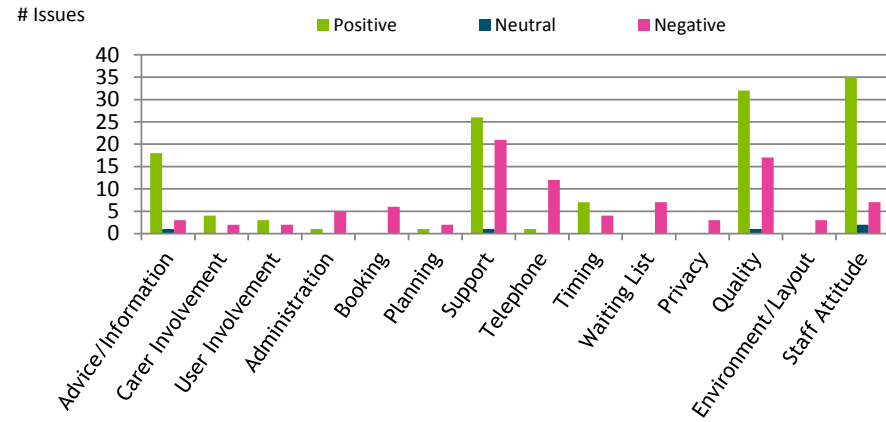


Quarterly Benchmark: X change from the previous quarter

## 5. Trends: Northwick Park Hospital

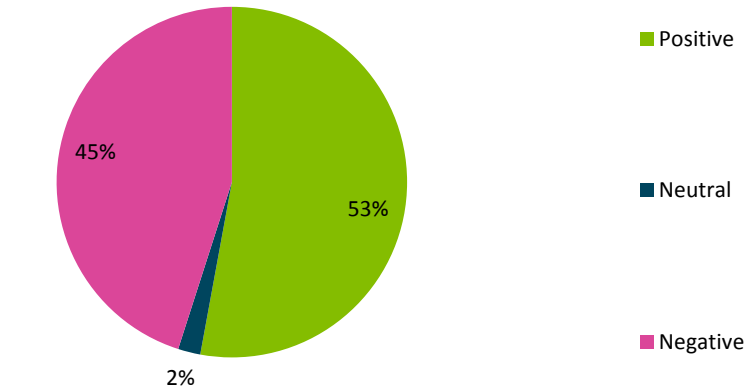
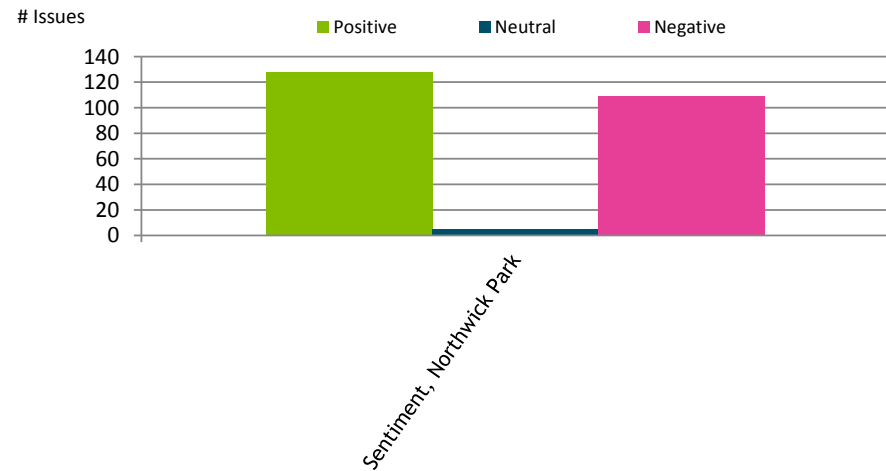


### 5.9 Trends, Northwick Park Hospital: 242 issues from 52 people



Issues receiving the most comments overall

### 5.10 Sentiment, Northwick Park Hospital

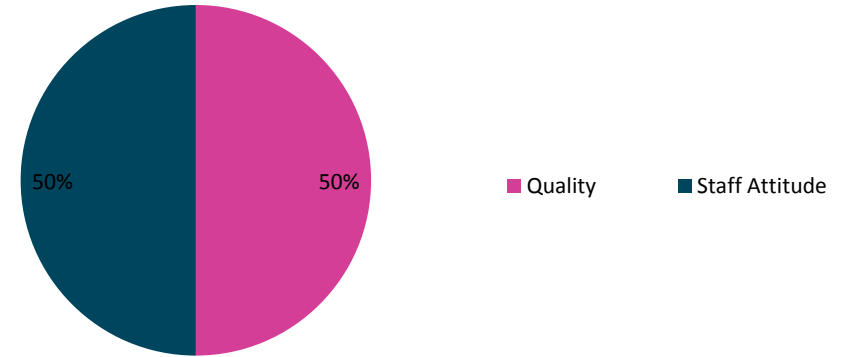
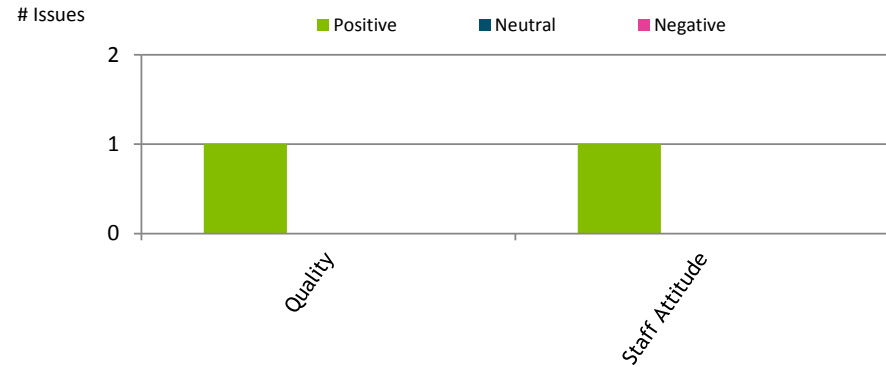


Quarterly Benchmark: X change from the previous quarter

## 6. Care Pathway: Transport (ability to get to-and-from services)

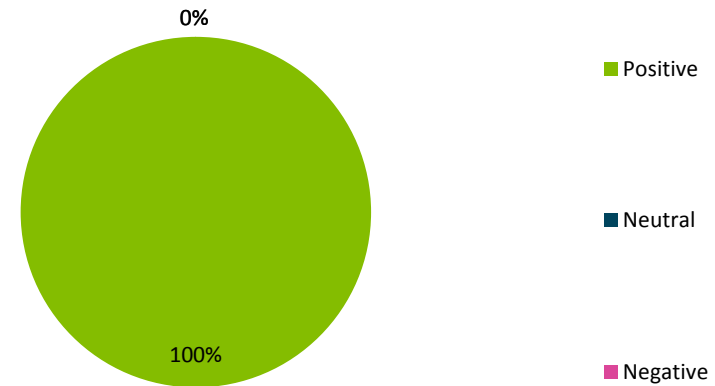
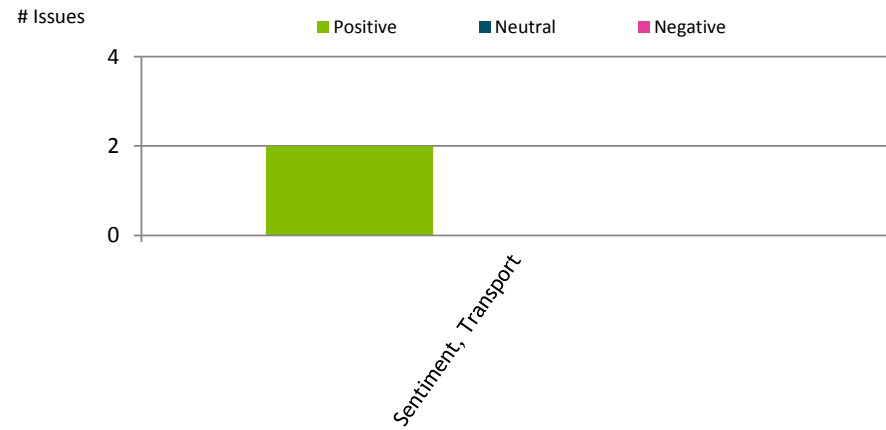


### 6.1 Trends, Transport (2 issues)



Issues receiving the most comments overall

### 6.2 Sentiment, Transport

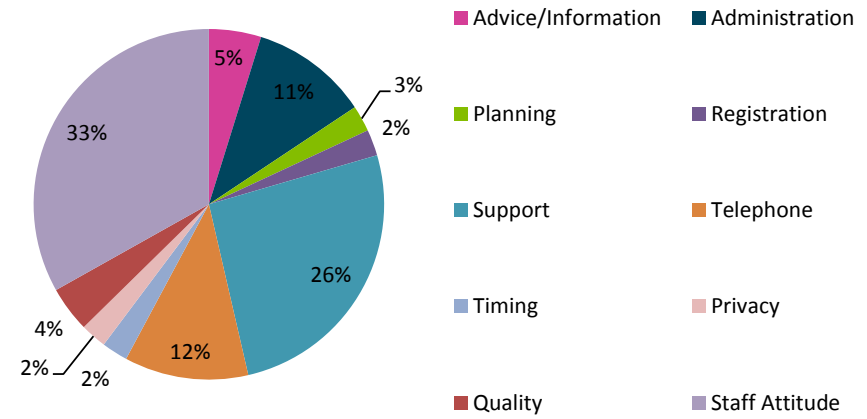
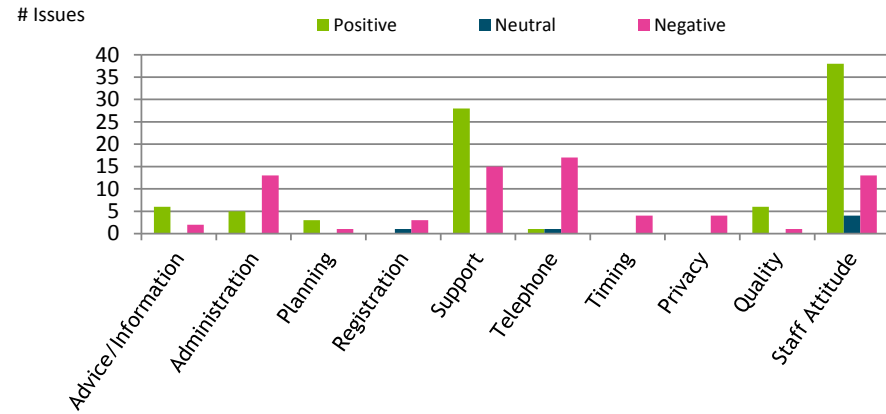


Quarterly Benchmark: X change from the previous quarter

## 6. Care Pathway: Reception (reception services including back-office)

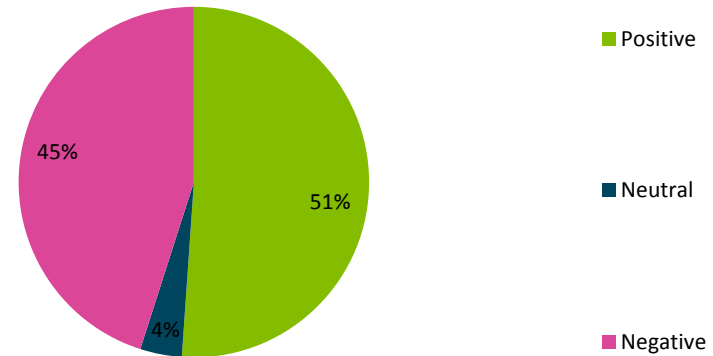
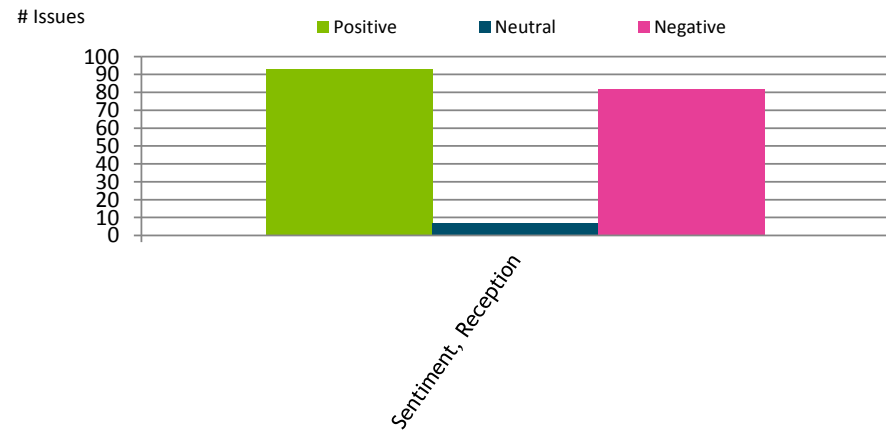


### 6.3 Trends, Reception (182 issues)



Issues receiving the most comments overall

### 6.4 Sentiment, Reception

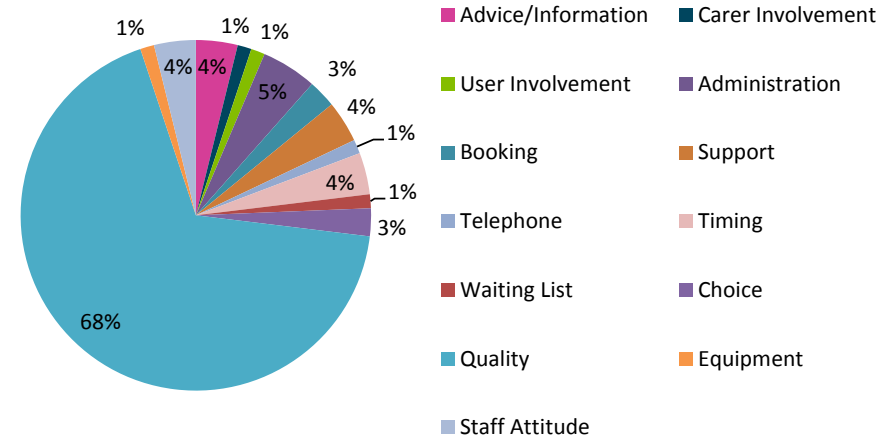
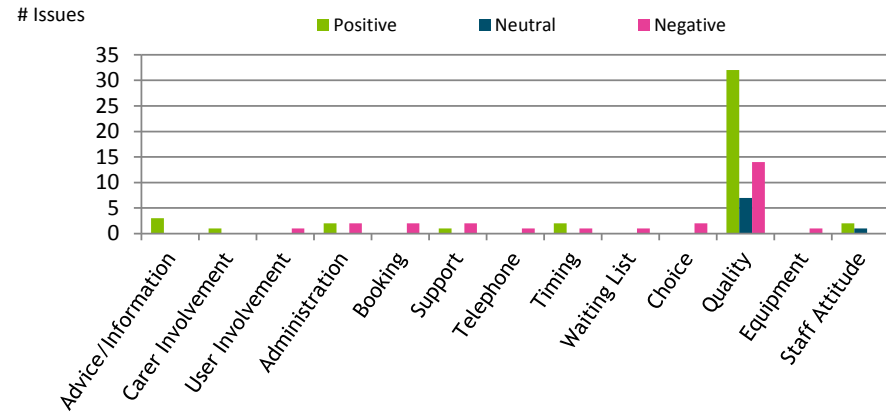


Quarterly Benchmark: X change from the previous quarter

## 6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

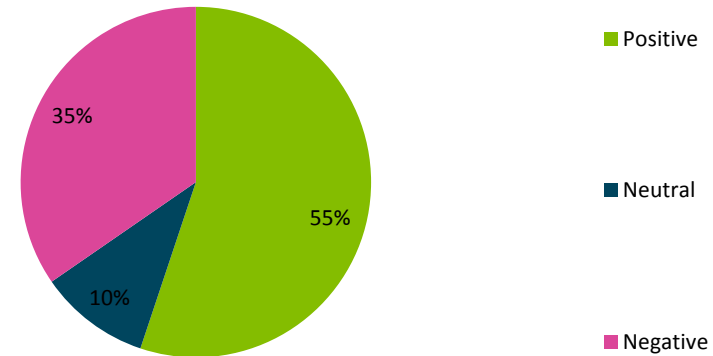
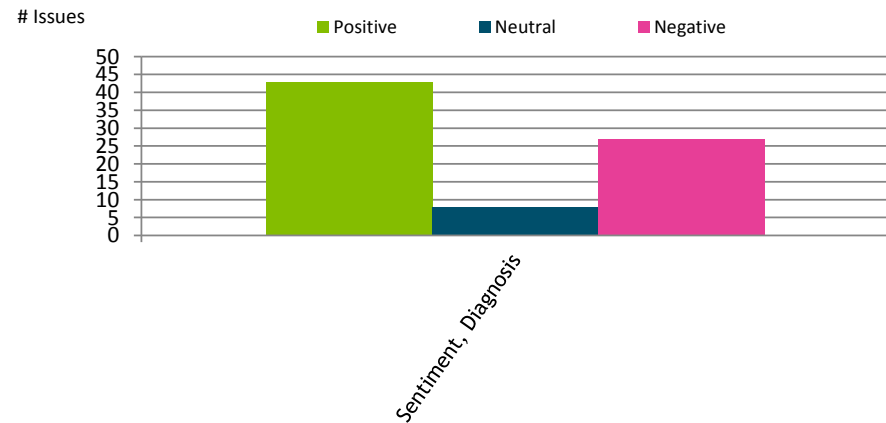


### 6.5 Trends, Diagnosis/Testing (78 issues)



Issues receiving the most comments overall

### 6.6 Sentiment, Diagnosis/Testing

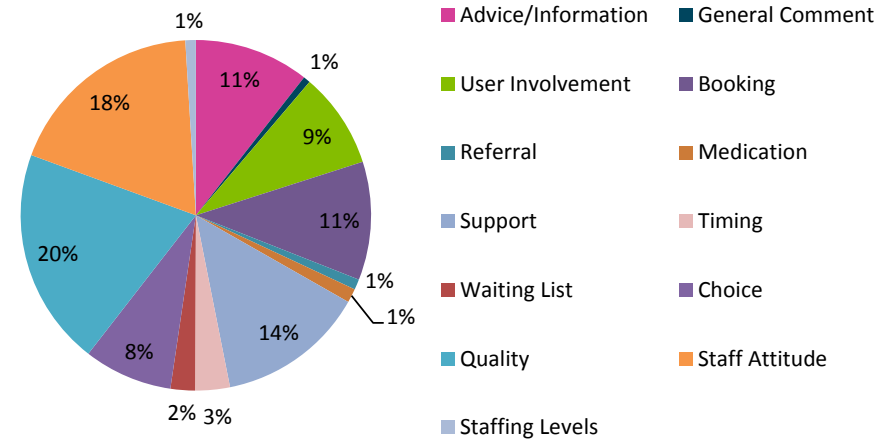
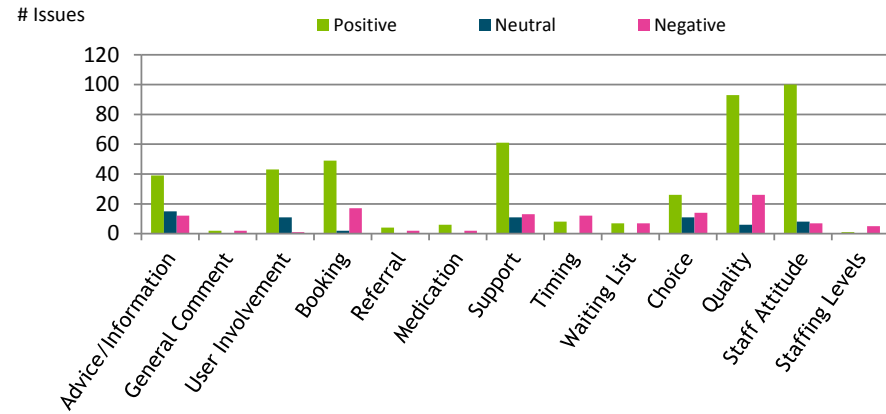


Quarterly Benchmark: X change from the previous quarter

## 6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

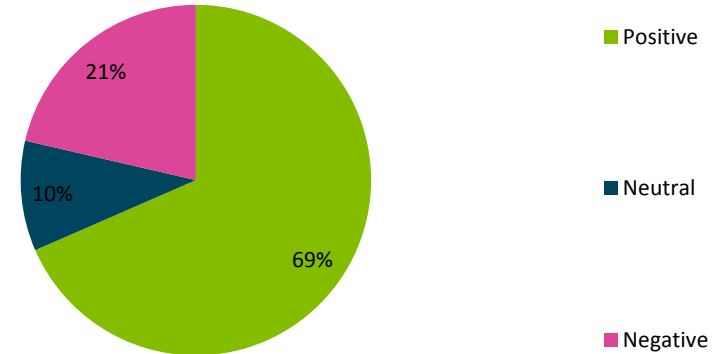
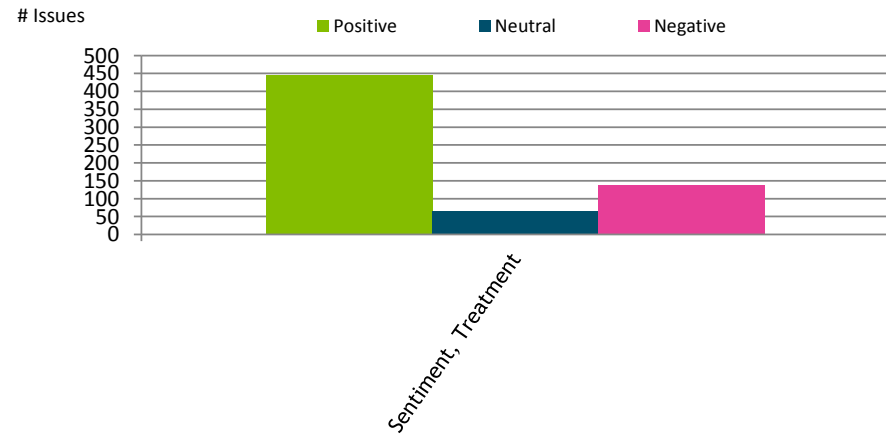


### 6.7 Trends, Clinical Treatment (650 issues)



Issues receiving the most comments overall

### 6.8 Sentiment, Clinical Treatment

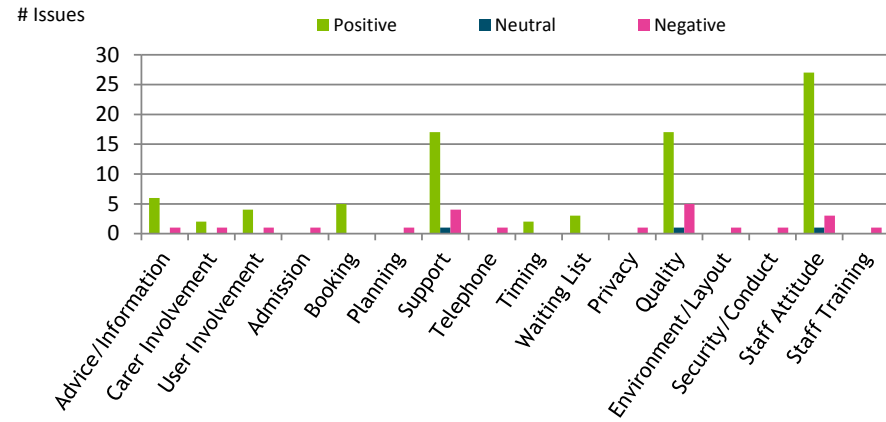


Quarterly Benchmark: X change from the previous quarter

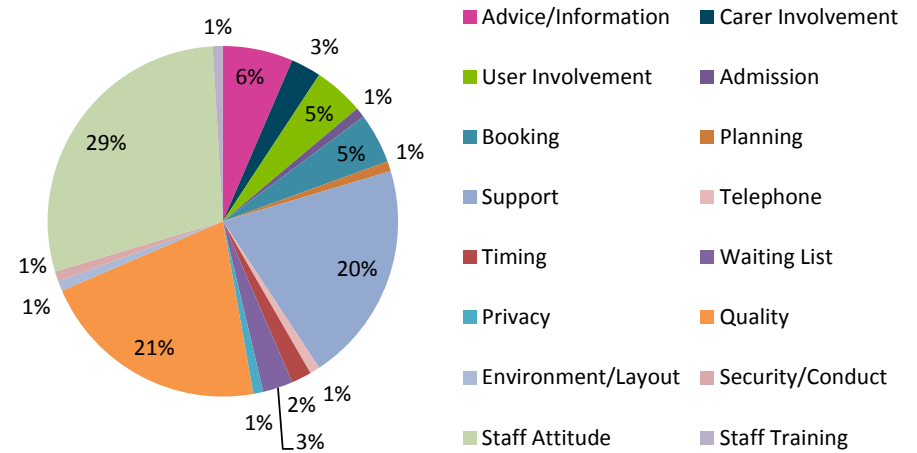
## 6. Care Pathway: Clinical Nursing (care provided by trained nurses)



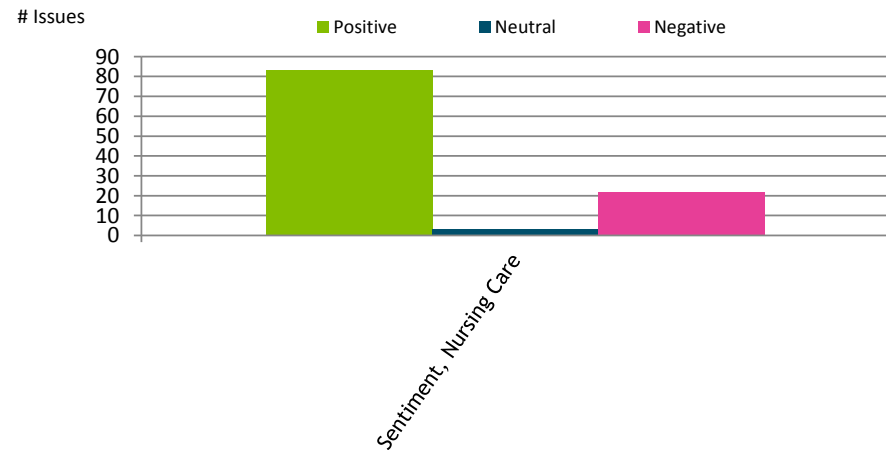
### 6.9 Trends, Clinical Nursing (108 issues)



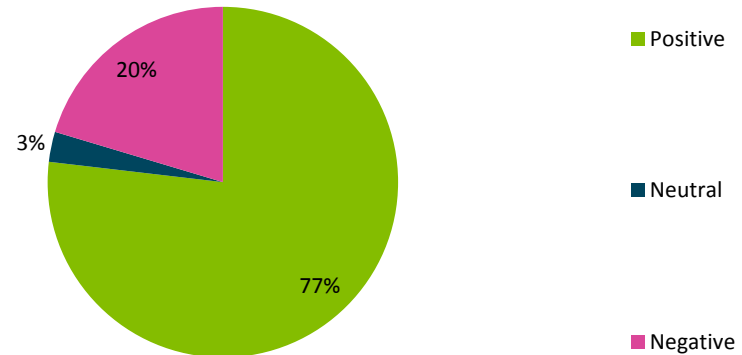
Issues receiving the most comments overall



### 6.10 Sentiment, Clinical Nursing



Quarterly Benchmark: X change from the previous quarter

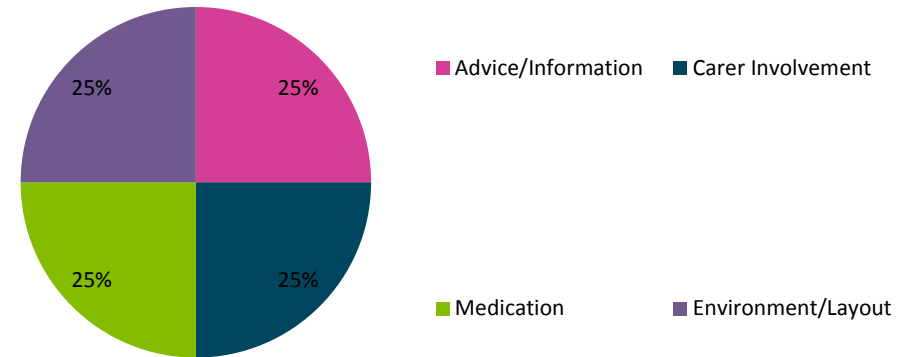
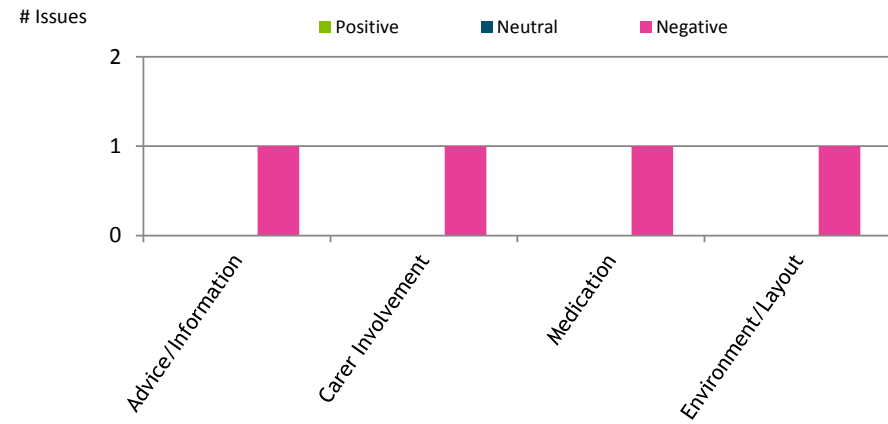




## 6. Care Pathway: Discharge (discharge from a service)

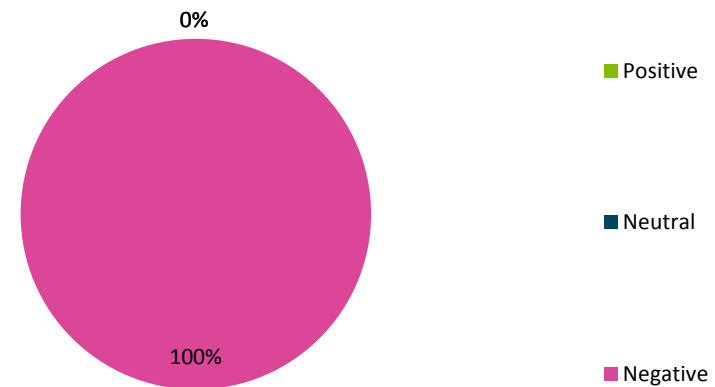
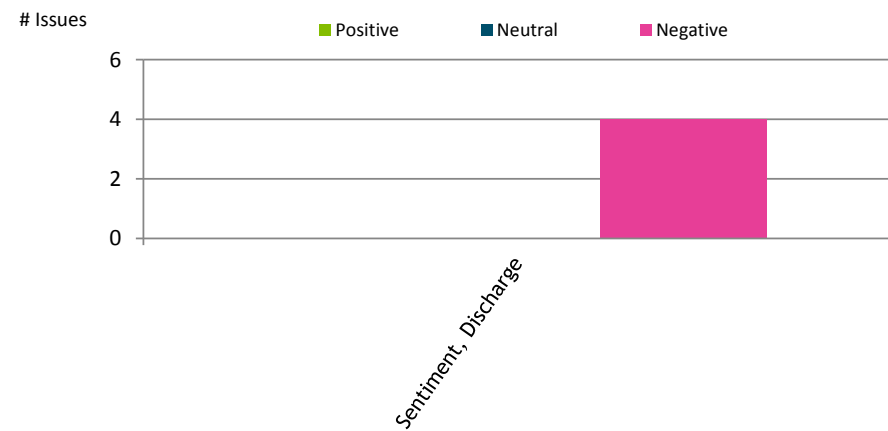


### 6.11 Trends, Discharge (4 issues)



Issues receiving the most comments overall

### 6.12 Sentiment, Discharge

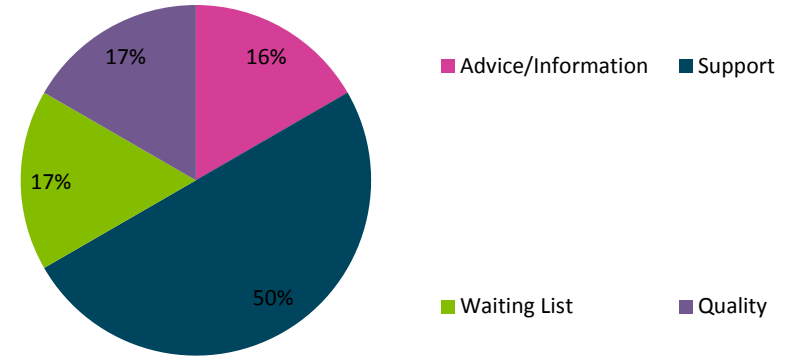
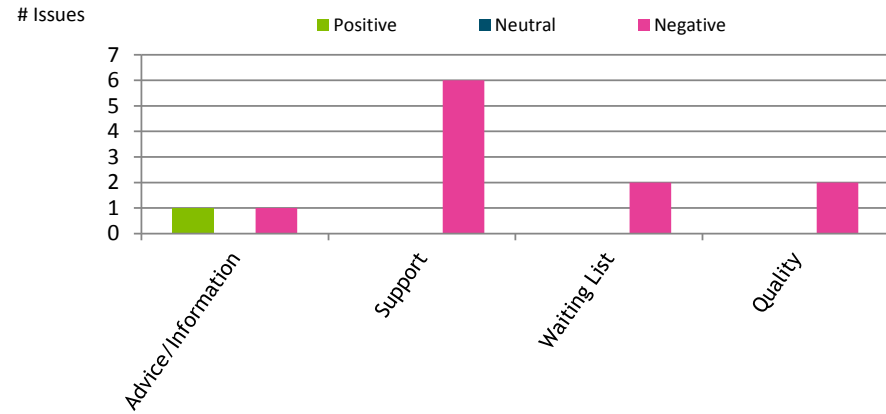


Quarterly Benchmark: X change from the previous quarter

## 6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

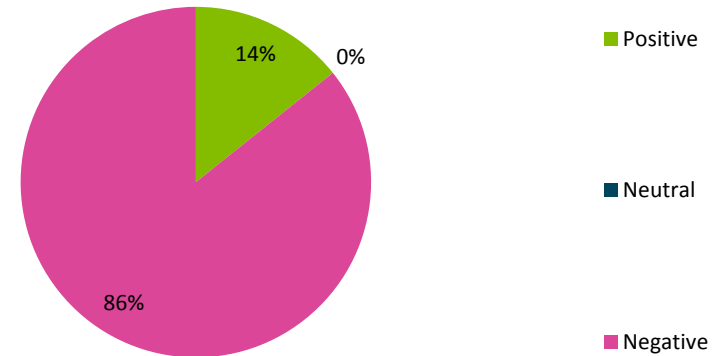
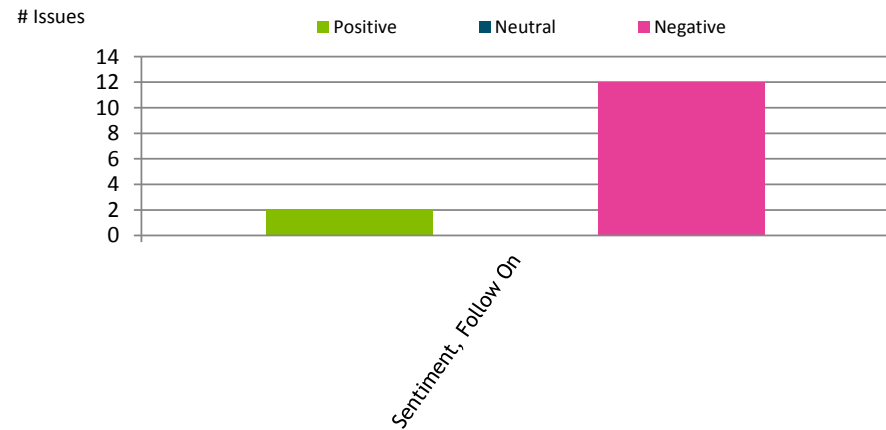


### 6.13 Trends, Follow On (14 issues)



Issues receiving the most comments overall

### 6.14 Sentiment, Follow On

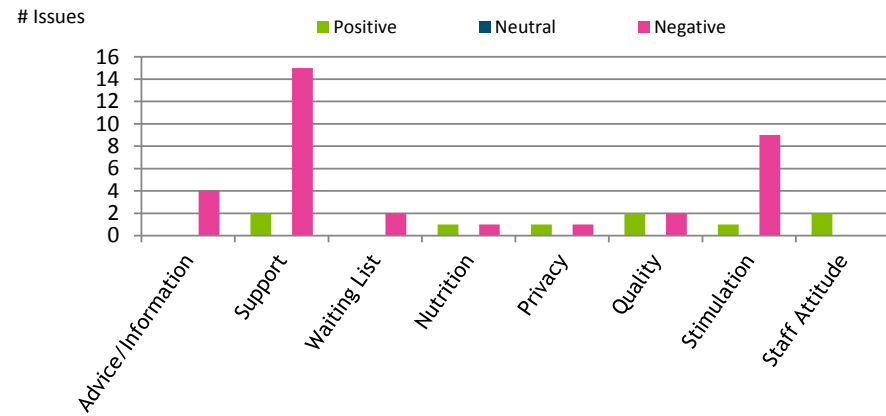


Quarterly Benchmark: X change from the previous quarter

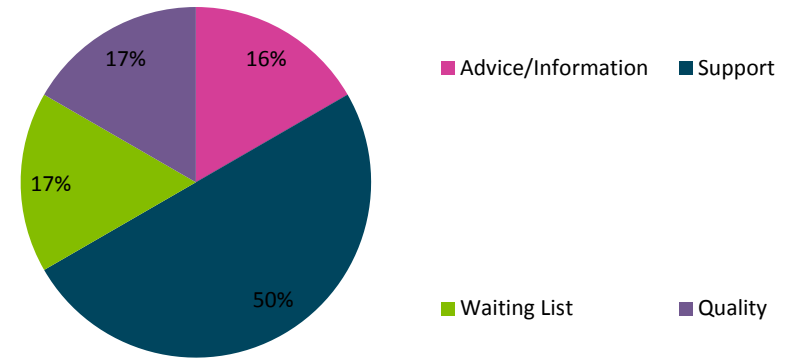
## 6. Care Pathway: Community (community based health services and social care)



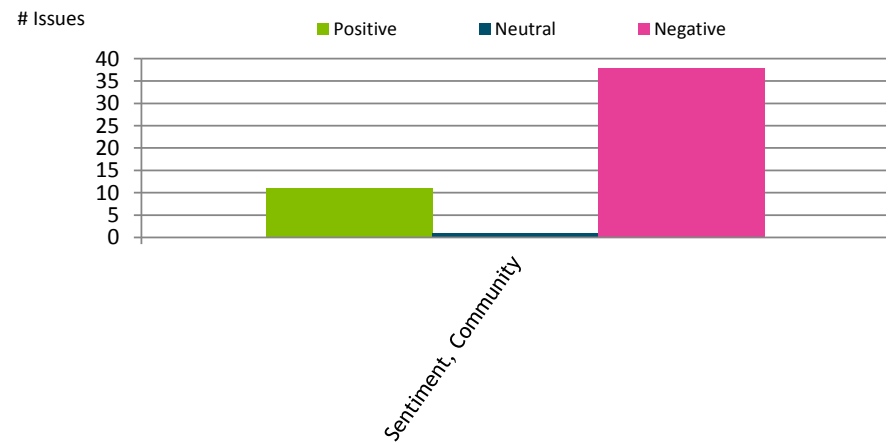
### 6.15 Trends, Community (50 issues)



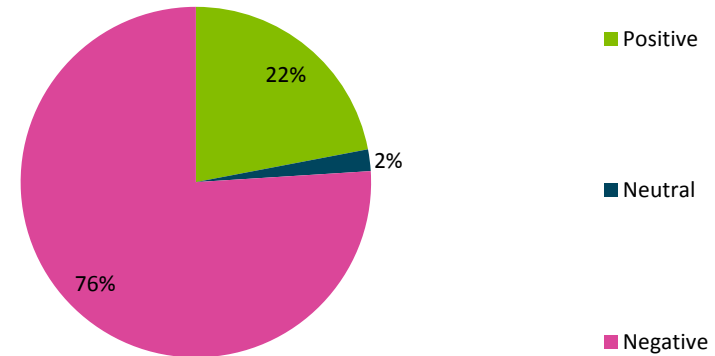
Issues receiving the most comments overall



### 6.16 Sentiment, Community



Quarterly Benchmark: X change from the previous quarter





## Page Number, Figure

## Key findings in brief\*

Page 3, Figure 2.1	<i>Top issues: The majority of people experience caring, professional services, with good levels of information and involvement.</i>
Page 3, Figure 2.1	<i>Top issues: Some people cite difficulties with telephone access, long waits at appointments, and administrative errors.</i>
Page 3, Figure 2.2	<i>Medical Conditions: Comments suggest sentiment on most medical conditions is broadly positive.</i>
Page 4, Figure 3.1	<i>Sentiment: On the whole, experiences are broadly positive.</i>
Page 5, Figure 3.4	<i>Sentiment: On ability to access services, experiences are mixed.</i>
Page 6, Figure 4.1	<i>Top Services: Sentiment on The Pinn Medical Centre and Honeyptot Medical Centre is clearly positive.</i>
Page 6, Figure 4.1	<i>Top Services: Sentiment on Northwick Park Hospital is mixed.</i>
Page 6, Figure 4.1	<i>Care Pathway: Sentiment on clinical treatment and nursing is clearly positive.</i>
Page 6, Figure 4.1	<i>Care Pathway: Sentiment on reception is mixed, while broadly negative on community services.</i>
Page 7, Figure 5.1	<i>GP Services: The vast majority of people experience caring, professional services, with good levels of support and involvement.</i>
Page 8, Figure 5.3	<i>Dentists: The majority of people experience caring, professional services, however some cite a lack of support and choice.</i>
Page 9, Figure 5.5	<i>Opticians: The vast majority of people experience caring, professional services, with good levels of support and involvement.</i>
Page 10, Figure 5.7	<i>Pharmacies: The vast majority of people experience caring, professional services, with good levels of support and involvement.</i>
Page 11, Figure 5.9	<i>Northwick Park Hospital: Sentiment on staff attitude and communication is clearly positive, while broadly so on overall quality.</i>
Page 11, Figure 5.9	<i>Northwick Park Hospital: Some patients comment on a lack of support, and poor telephone access.</i>
Page 13, Figure 6.3	<i>Reception: Patients find reception staff to be empathetic and generally supportive on the whole.</i>
Page 13, Figure 6.3	<i>Reception: Telephone access and administrative errors are cited as issues.</i>
Page 14, Figure 6.5	<i>Diagnosis/Testing: Comments reflect a good quality diagnosis by doctors and consultants.</i>
Page 15, Figure 6.7	<i>Treatment: The majority of people experience caring, professional services, with good levels of support, involvement &amp; communication.</i>
Page 16, Figure 6.9	<i>Nursing: Comments suggest patients are satisfied with most aspects of nursing care, on the whole.</i>
Page 18, Figure 6.13	<i>Follow On: Some patients experience a lack of support following discharge.</i>
Page 18, Figure 6.13	<i>Community: Comments reflect a lack of support from community services (including social care).</i>
Page 18, Figure 6.13	<i>Community: Some people comment on a lack of stimulation in their daily lives.</i>

*\* Findings may not be representative of all service users experiences or opinions.*

## 8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	55	15	21	91
	Carer Involvement	<i>Involvement of carers, friends or family members.</i>	5	0	2	7
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	2	1	2	5
	User Involvement	<i>Involvement of the service user.</i>	48	11	5	64
Systems	Administration	<i>Administrative processes and delivery.</i>	7	0	17	24
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	1	1
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	55	2	21	78
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	2	2
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	1	1
	Referral	<i>Referral to a service.</i>	4	0	2	6
	Medical Records	<i>Management of medical records.</i>	0	0	2	2
	Medication	<i>Prescription and management of medicines.</i>	7	0	5	12
	Opening Times	<i>Opening times of a service.</i>	1	1	0	2
	Planning	<i>Leadership and general organisation.</i>	4	0	3	7
	Registration	<i>Ability to register for a service.</i>	0	1	6	7
	Support	<i>Levels of support provided.</i>	109	12	55	176
	Telephone	<i>Ability to contact a service by telephone.</i>	1	1	19	21
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	12	0	17	29
Waiting List	<i>Length of wait while on a list.</i>	10	0	12	22	
Values	Choice	<i>General choice.</i>	26	11	16	53
	Cost	<i>General cost.</i>	0	0	1	1
	Language	<i>Language, including terminology.</i>	1	0	1	2
	Nutrition	<i>Provision of sustenance.</i>	1	0	1	2
	Privacy	<i>Privacy, personal space and property.</i>	2	0	7	9
	Quality	<i>General quality of a service, or staff.</i>	151	14	50	215
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
Stimulation	<i>General stimulation, including access to activities.</i>	1	0	9	10	

## 8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	0	0	2	2
	Environment/Layout	<i>Physical environment of a service.</i>	2	0	4	6
	Equipment	<i>General equipment issues.</i>	2	0	3	5
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	0	0
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	1	0	1	2
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	1	1
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	2	2
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	1	1
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	170	14	23	207
	Complaints	<i>Ability to log and resolve a complaint.</i>	1	0	2	3
	Staff Training	<i>Training of staff.</i>	0	2	2	4
	Staffing Levels	<i>General availability of staff.</i>	1	0	5	6
<b>Total:</b>			<b>679</b>	<b>85</b>	<b>324</b>	<b>1088</b>